Recovering Duo 2-Factor Account

When you setup your Duo 2-Factor Account, it's important to setup Duo Restore to ensure easy account recovery if you get a new device or your account is deleted off your original device. However, if you did not enable Duo Restore before getting a new device do not fear, you can still recover your account by contacting the SJSU IT Help Desk. Follow the instructions below:

1. File an IT Ticket and include your name, and your SJSU email address and ID number.
2. When your request is processed, you will be sent a temporary bypass code.
    1. Visit the SJSU Duo MFA Settings page: https://sjsu.okta.com/signin/verify/duo/web
    2. Enter this code when prompted for a Duo code: image-1634258396430.png
    3. Follow the directions on the SJSU Duo setup page to add your new device as a Duo authentication device: https://www.sjsu.edu/it/services/computer-security/duo/

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